



CSB HELPDESK INSTRUCTIONS

For End-Users

For assistance with your user account or to report a system problem, please call the Production Hotline at 301-921-7095.

When calling, please have the following information ready:

1. Your name
2. Your phone number
3. Your e-mail address
4. Your user account
5. The name of the system component with which you are having a problem. Currently supported system components are: DLSS, CDDTS, EMS, Panagon/Imaging and CSB Datamart – (Web and Desk Top).
6. A short description of the problem. If a system component is unavailable, inform the CSB Help Desk that you are reporting an outage Emergency.

Once this information is recorded, you will be given a ticket number for your reference.

Non emergency callbacks are performed during Help Desk business hours which are between 9 a.m. and 5 p.m. e.s.t., Monday through Friday. A support engineer will contact you within two business hours of your request.

Emergency callbacks are performed within two hours of the call receipt. The Help Desk will confirm the nature of the emergency and the corrective action being performed. If it is determined the problem is not an emergency, the caller will be notified of the change in status.

Outages will be reported following the existing reporting process. If a system outage occurs these procedures call for ACS and FSA Management to be notified immediately.